

Overview of the other processors used in accordance with Art. 28 para. 2 GDPR

fino data services GmbH

Universitätsplatz 12, 34127 Kassel

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TO THE FINO DATA SERVICES GMBH ORDER PROCESSING AGREEMENT

fino processes personal data on behalf of its customers (order processing). This includes all activities that fino performs in accordance with the service descriptions and the respective contractual agreements with the customer and that constitute order processing.

In accordance with the "Agreement on commissioned processing", the customer grants fino general authorisation to make use of other processors within the meaning of Art. 28 GDPR. Furthermore, fino is authorised to transfer the personal data to service providers in a third country in compliance with the mandatory applicable regulations.

The other processors currently used and information on which service providers in which third country the data is transferred to and for what purposes can be found in the following overview.

- Amazon Web Services EMEA Sàrl 5, Rue Plaetis L-2338 Luxembourg (Cloud Infrastructure Services)
- Google Ireland Limited, Gordon House, Barrow Street 4, Dublin, Ireland (Cloud Infrastructure Services)
-)FinoSign by fino kanzleidrive GmbH, Universitätsplatz 12, 34127 Kassel (digital signature services)
- Mailgun Technologies Inc, 535 Mission St, San Francisco, CA 94105, USA (email management services, data centre location: EU). Mailgun is used to send system emails. The emails do not contain any personal data. Only the personal data contained in the email address is processed by Mailgun. Mailgun enables all data processing to be carried out on servers within the

EU. We have made this setting accordingly in order to prevent direct access to data by (US) authorities. In individual cases, Mailgun may access email data from the USA within the EU for support reasons after prior authorisation.

- Cloudflare, Inc, 101 Townsend St., San Francisco, CA 94107, USA (hosting, cloud infrastructure services)
- Plenty Staff, Inc, 24A Trolley Square #2276, Wilmington, Delaware 19806, USA (OCR training and services)
- ActiveCampaign, LLC, 150 N. Michigan Ave Suite 1230, Chicago, IL, USA (CRM, contact management and customer management)
- HostEurope GmbH, Hansestrasse 111, 51149 Cologne, Germany (hosting and e-mail management services)
- Zendesk Inc., 989 Market St., 94103 San Francisco (Helpdesk & CRM Services)
- Datadog Inc, 620 8th Ave, 45th Floor, New York, NY 10018, USA (analysis and monitoring services). Datadog is used to visualise the front-end performance of our application and to identify performance bottlenecks and provides us with insights into the real-time activities and experiences of our users. For this purpose, both server information and usage parameters (e.g. IP address, browser used, time stamp) can be transmitted to Datadog. Datadog enables all data processing to be carried out on servers within the EU. We have made this setting accordingly in order to prevent direct access to data by (US) authorities. In individual cases, Datadog may access data from the USA within the EU for support reasons following prior authorisation

Data transfers to third countries are based on the current standard contractual clauses of the EU Commission and, where applicable, in

conjunction with the adequacy decisions adopted by the EU pursuant to Art. 45 (3) GDPR, with the aid of additional safeguards such as data encryption, data aggregation, separate access controls and data minimisation principles.

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